



INTEGRATING FAMILY SERVICES



Service Delivery Framework

TABLE OF CONTENTS

- **Introduction**
 - Audience
 - Intended Uses
 - Definitions
- **IFS Service Delivery Framework**
 - IFS Guiding Principles
 - Implementation of Service Delivery
 - Core Values
 - Statewide Approaches
 - Required Core Supports and Services
 - Promotion and Prevention Strategies
 - Innovative Practices
- **For More Information**



INTRODUCTION

Audience



- ❖ This document is intended primarily for **community partners** in prospective or current regions using an IFS approach. This includes IFS grantees, IFS Core Team members, and IFS Regional Council members.
- ❖ It is also meant to provide **interested stakeholders** (e.g. legislators, families, service providers, state agency staff) with a deeper understanding of what the local and state service delivery element of the IFS model is intended to look like on the ground.

INTRODUCTION

Intended Uses



- ❖ This document provides **guidance** to pre-IFS and IFS regions regarding service delivery design and re-design.
- ❖ Similar to the IFS collaborative leadership framework, this framework attempts to strike a balance between providing enough parameters to ensure **consistency** among regions regarding available supports and services for children, youth and families while also giving communities enough **flexibility** to respond to the particular needs of children, youth and families as identified by IFS Regional Councils.
- ❖ In this context, flexibility lies in *how much of a support or service* is provided, not in *what* is provided.

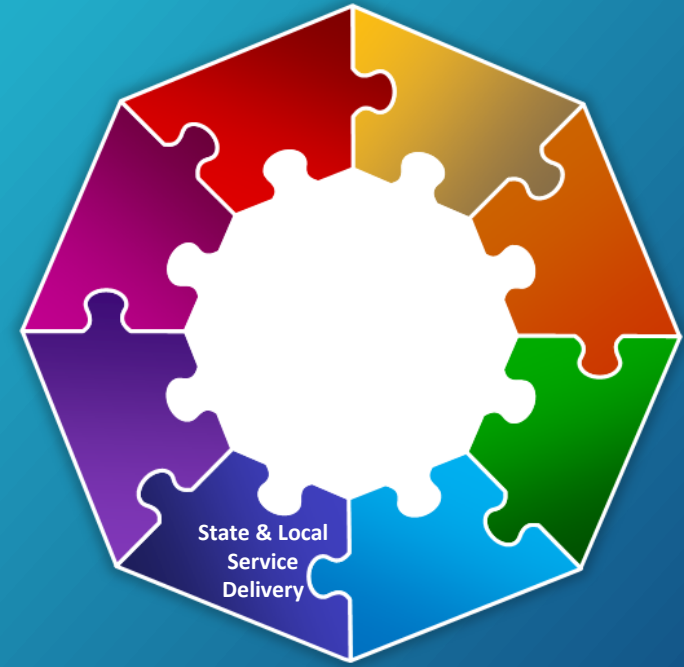
IFS MODEL

State & Local Service Delivery

This framework translates the *State and Local Service Delivery* element of the IFS model into practice by:

- Articulating the thinking that guides service delivery in IFS regions
- Encouraging local innovative practices wherever possible
- Sharing responsibility for outcomes

AHS' Regional Outcomes Report is a companion document to this framework. It ties state and local service delivery to the other elements of the IFS model in a concrete and specific way.



IFS MODEL

IFS Guiding Principles

These guiding principles give life and form to Integrating Family Services' vision and mission. They also guide service delivery at the community level.

- Promote the well-being of Vermont's children, youth and families. Policies, services and service providers are sensitive and responsive to the unique aspects of each family.
- Build communities' capacity to provide a full range of resources in a flexible and timely way that is responsive to the needs of children and youth (prenatal through age 22) and families.
- Focus on the individual and the family. Understand the child's needs in the context of his/her family.
- Ensure that families' voices inform processes, plans and policies.
- Adopt the Strengthening Families approach. Strengthening Families' five protective factors guide our work.
- Invest in a skilled, competent and valued workforce. People working with children, youth and families need training, support and adequate compensation.
- Balance innovation with families' experiences, research and data to inform decisions about how to best use available resources and achieve positive outcomes.
- Assure continuous quality improvement. Data informs decisions and drives change at the state and local level.
- Promote a common language, shared decision-making and cross-disciplinary team work.



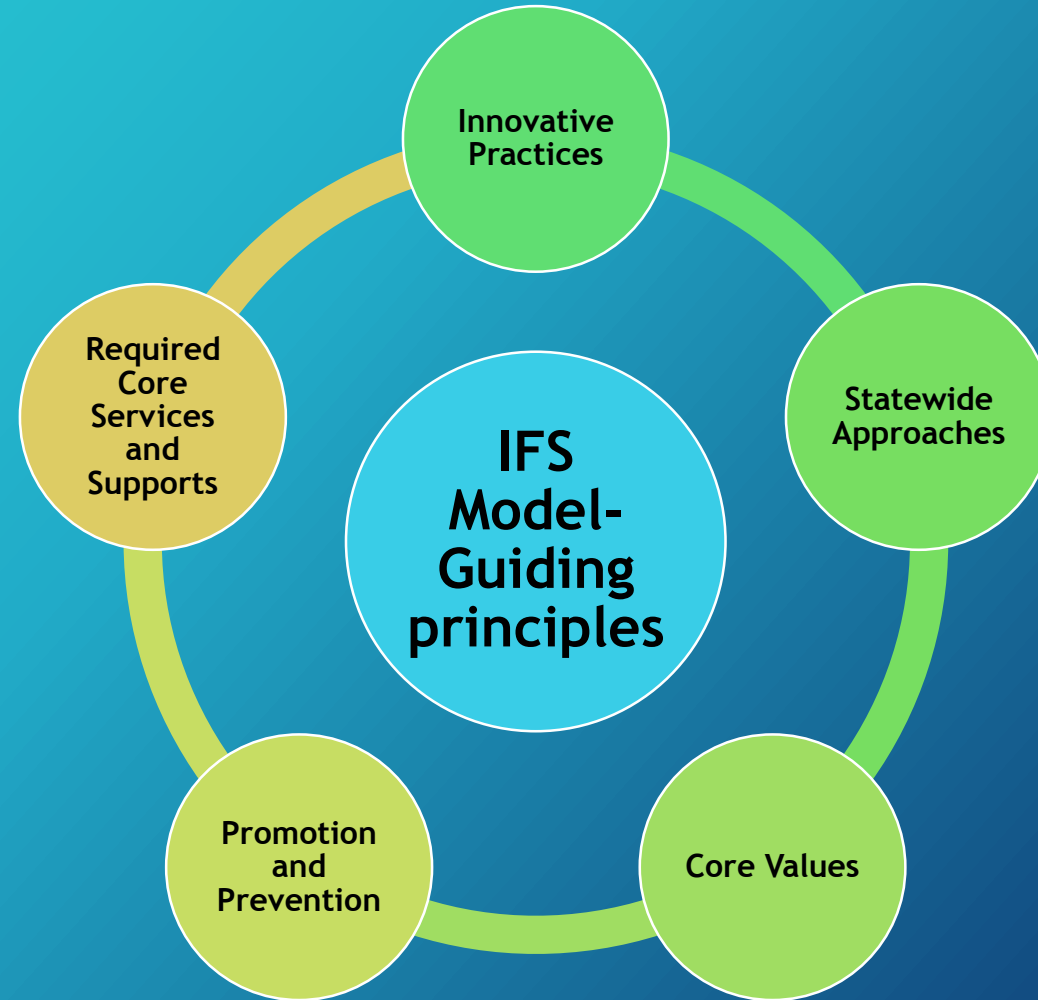
IFS MODEL

Implementation of Service Delivery

- When implementing the IFS model it is important to take an **incremental** approach to increasing communities' ability to work together in sharing responsibility for children and families.
- As an innovative approach to human service delivery that seeks integration of service delivery systems at the state and community level, IFS requires a high level of **collaboration**. This is achieved over time, as people work together to implement the IFS model in their community with increasing levels of trust.
- The **culture** of service delivery in an IFS region is as important as the supports and services themselves. This is what makes IFS feel and look different from past ways of operating.
- Developing the culture we desire takes **time**, depends upon strong working relationships and requires an investment in **workforce development** to build the skills required by high degrees of collaboration, effective governance, and shared accountability.
- The outcomes measured will tell us areas of success and where we need to invest more time and resources.
- Strong teaming relationships locally and with state partners are imperative to effectively meeting the needs of children, youth and families.

IFS Service Delivery Framework

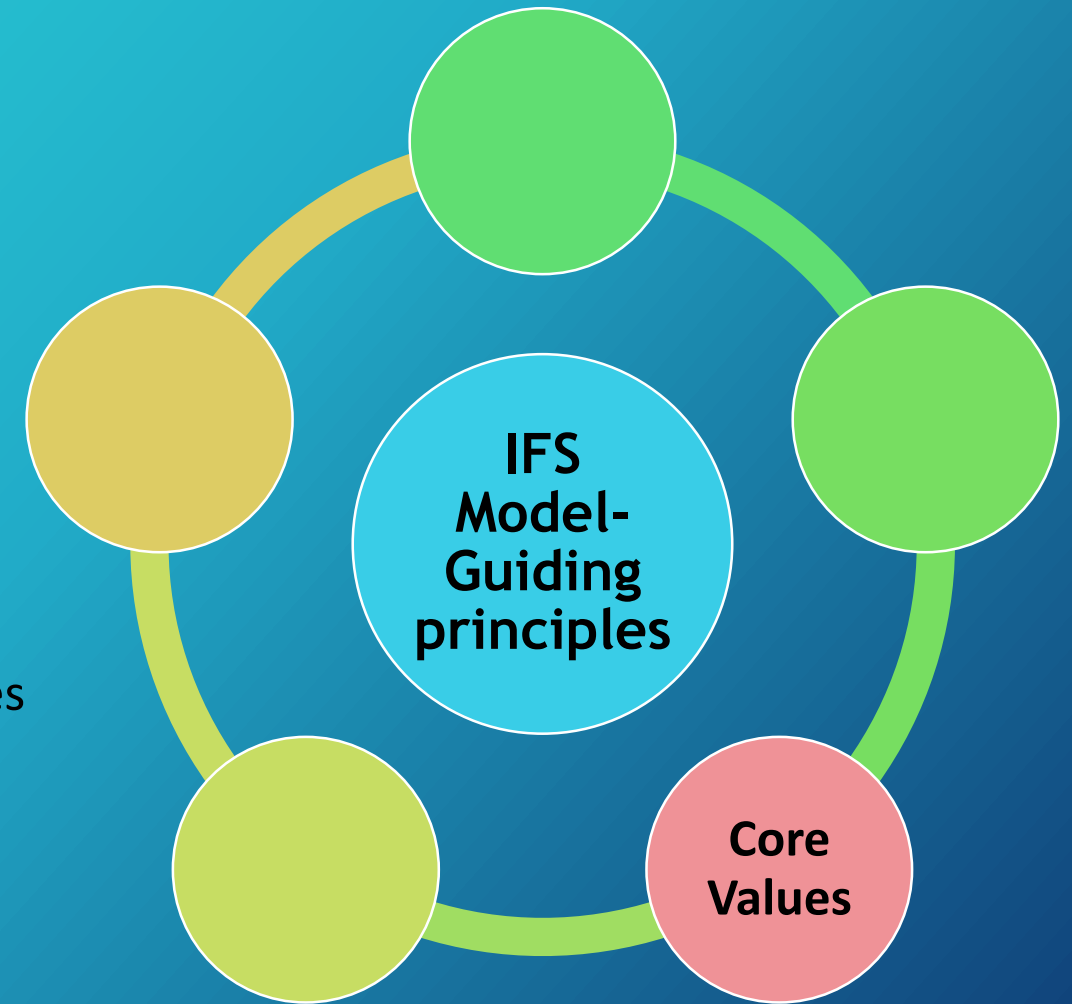
The IFS service delivery framework is comprised of:



CORE VALUES

Integrating Family Services is an approach to human service delivery that is based on the following **core values**:

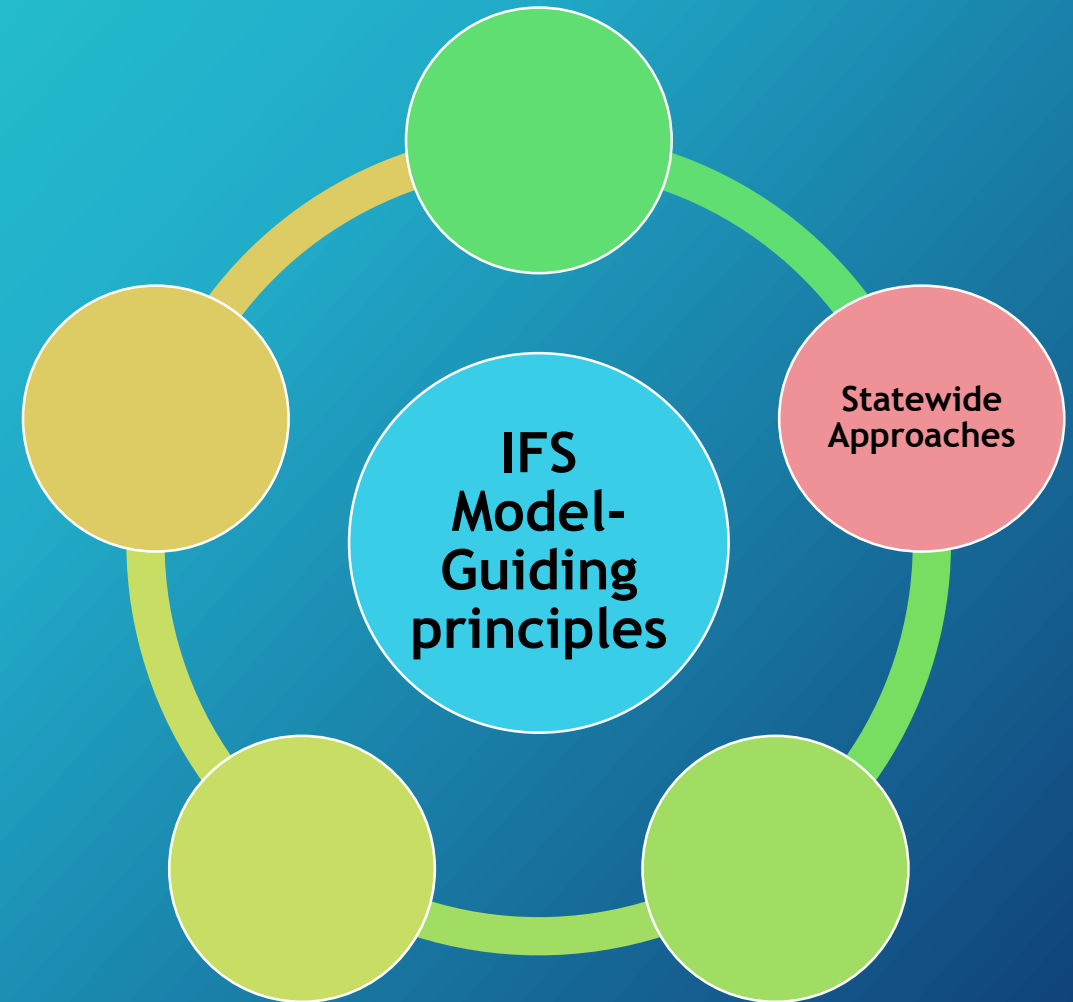
- Child-Centered, Family-Focused
- Collaboration Between and Among Families, Agencies and Community
- Individualized
- Family-Driven
- Strength-Based
- Culturally Competent
- Community-Based



Statewide Approaches

The IFS service delivery framework:

- Keeps the needs of **all Vermonters** in mind;
- Emphasizes **promotion** of healthy child, youth and family development as well as **prevention** as the most effective strategies for ensuring the well-being of Vermont's children, youth and families;
- Accounts for the need for **intervention, treatment, services and supports** at critical times in a person's life;
- Recognizes that some Vermonters, such as those with developmental disabilities, will need community supports throughout their lifetime.
- Reflects **Strengthening Families, Youth Thrive and Bright Futures Frameworks**



Statewide Approaches

Strengthening Families™ is a research-informed approach to increase family strengths, enhance child development and reduce the likelihood of child abuse and neglect. This framework, which was developed by the Center for the Study of Social Policy, is based on engaging families, programs and communities in building five protective factors:

- Parental resilience
- Social connections
- Knowledge of parenting and child development
- Concrete support in times of need
- Social and emotional competence of children

Youth Thrive™ is both a research-informed framework based on a synthesis of research on positive youth development, resilience, neuroscience, stress and impact of trauma on brain development and the name of the Center for the Study of Social Policy's national initiative to improve the well-being outcomes of all youth (ages 9-26), with a particular focus on youth in, or transitioning from, foster care.

The Youth Thrive framework is focused on building the following protective and promotive factors:

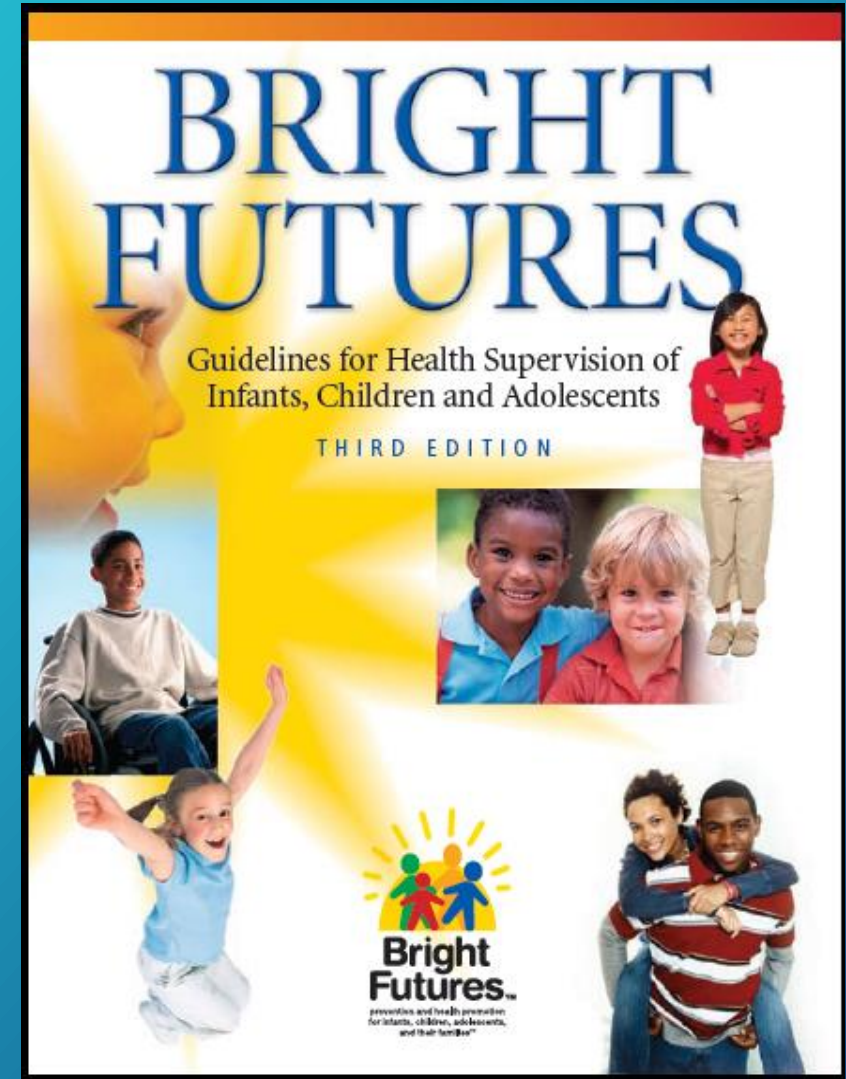
- Youth resilience
- Social connections
- Knowledge of adolescent development
- Concrete supports in times of need
- Social and emotional competence

Protective Factors are conditions or attributes of individuals, families, communities or the larger society that mitigate or eliminate risk.

Promotive Factors are conditions or attributes of individuals, families, communities or the larger society that actively enhance well-being.

Statewide Approaches

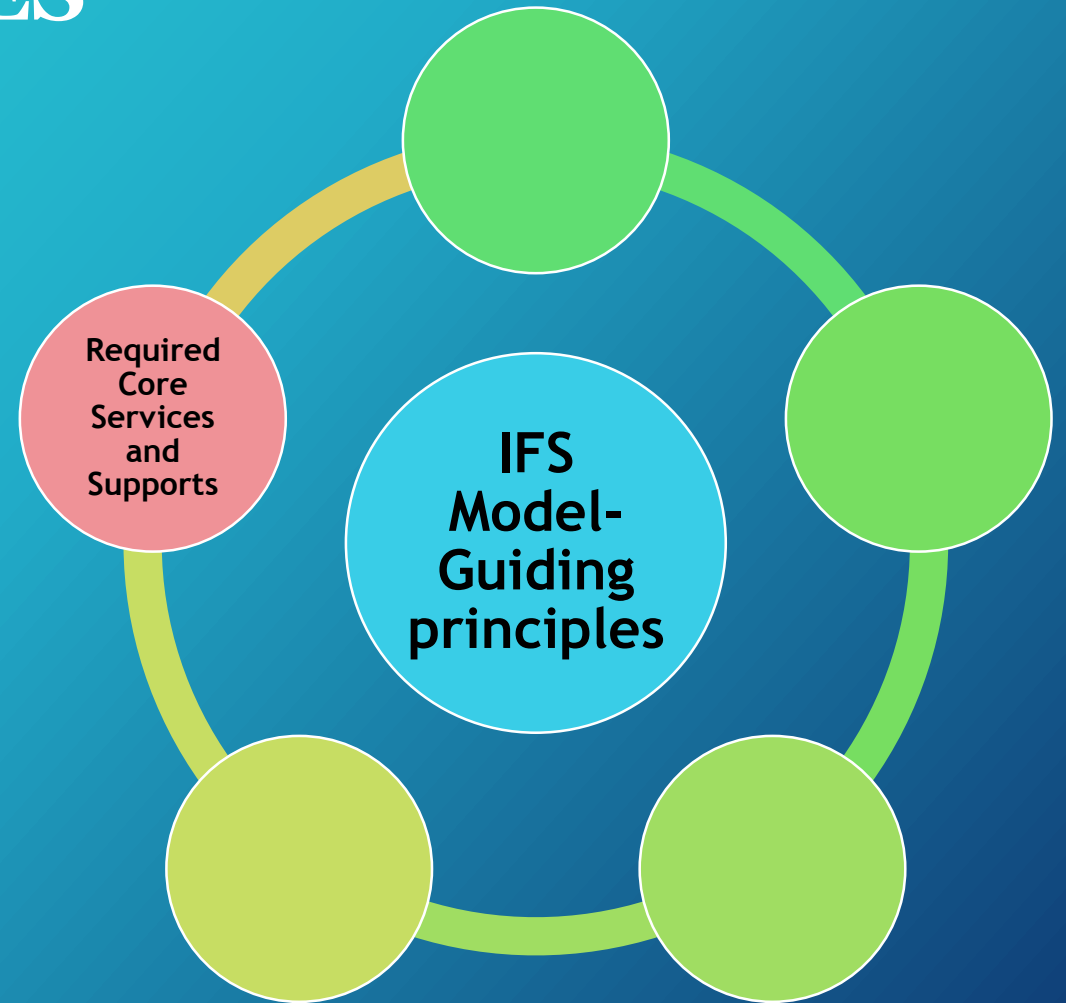
Bright Futures™ is a set of principles, strategies and tools that are theory-based, evidence-driven, and systems-oriented, that can be used to improve the health and well-being of all children through culturally appropriate interventions that address the current and emerging health promotion needs at the family, clinical practice, community, health system and policy levels.



CORE SUPPORTS & SERVICES

Consistency

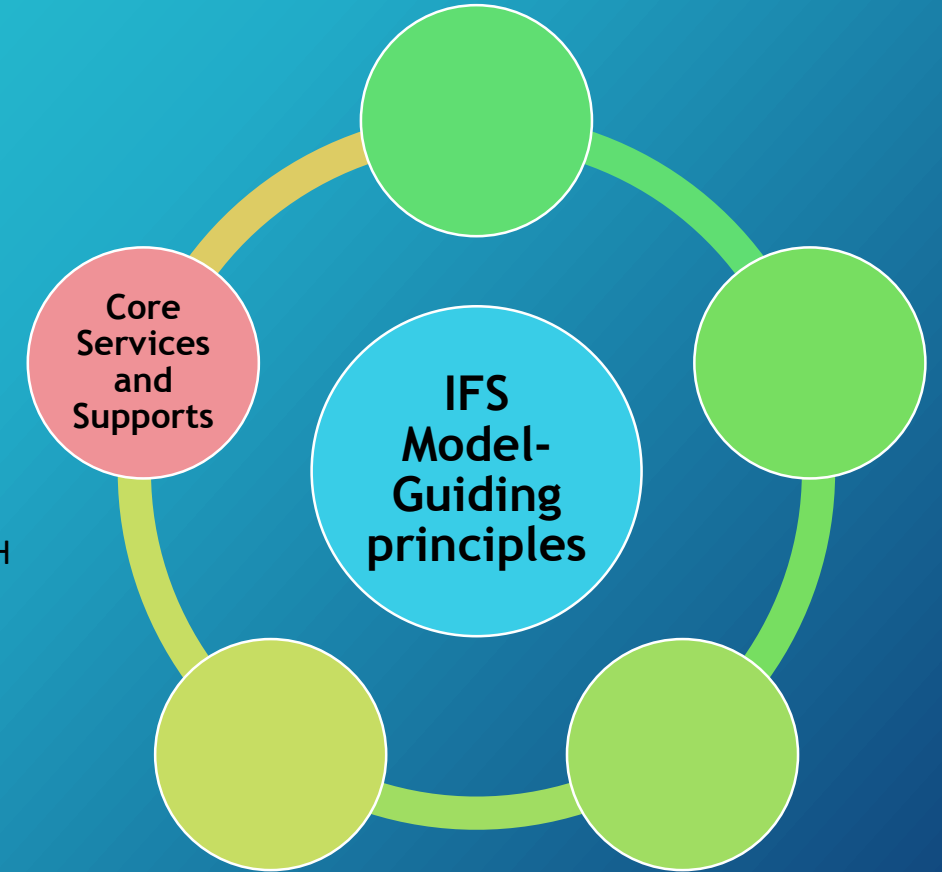
By ensuring all IFS regions provide the required core supports and services, this service delivery framework will help ensure some **consistency** from region to region in terms of the kinds of supports and services that Vermont's children, youth and families can expect to find in their community, regardless of the region in which they live.



CORE SUPPORTS & SERVICES

Snapshot

- Nursing
- Family Support
- Early childhood and family mental health
- Specialized child care
- Early Intervention Part C
- Evidence-based home visiting for pregnant and new parents-Nurse Family Partnership, MESCH and Parents as Teachers
- Respite
- In-home and community supports
- Child and Adolescent Needs and Strengths (CANS) is utilized for progress monitoring
- Mental health treatment
- Personal Care Supports
- Adolescent Substance Abuse Treatment
- Employment Supports
- Crisis response
- Youth in Transition
- EPSDT-Early, Periodic, Screening, Diagnosis and Treatment--services that are deemed medically necessary for children and youth up to age 21
- Local Interagency Team and Act 264/Coordinated Services Planning
- Screening and Assessment
- Service Coordination



Required CORE Supports and Services

Funding

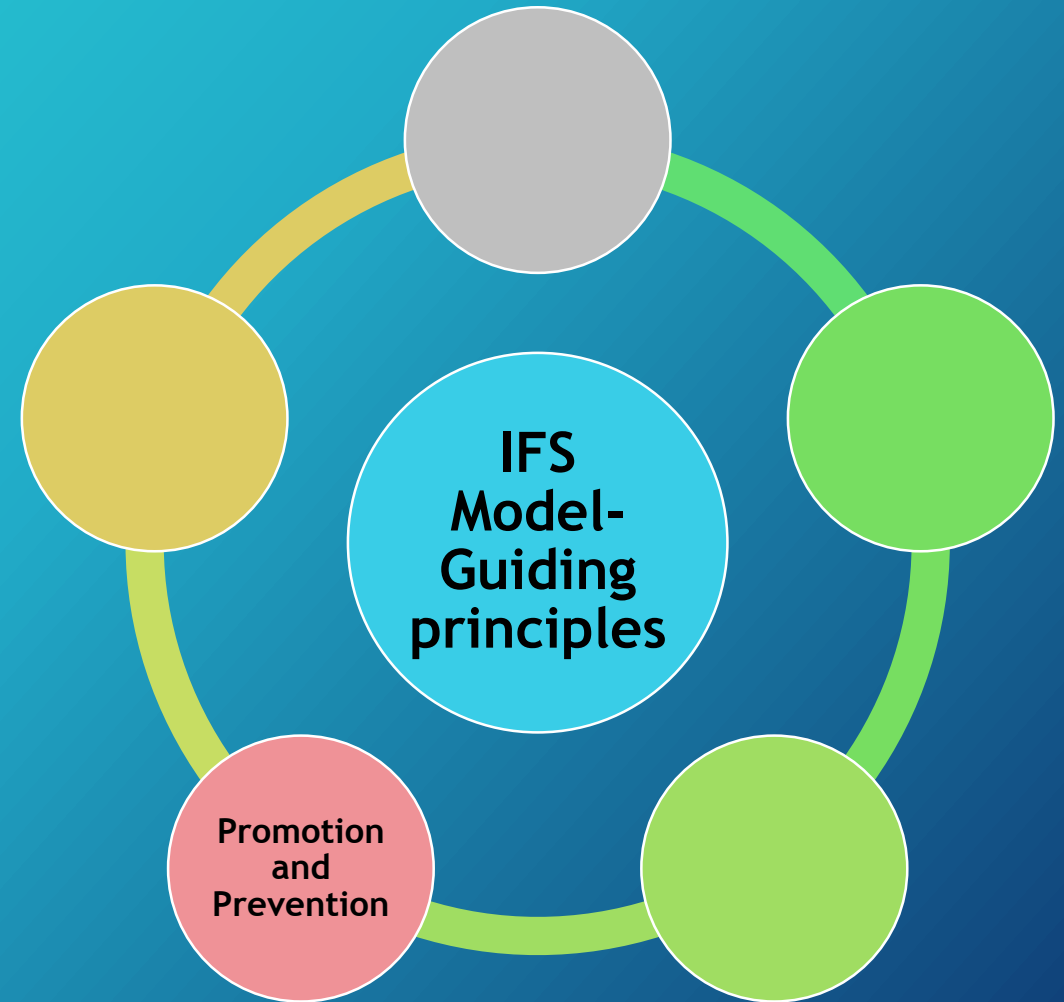


- ❖ Since the funds in the IFS portfolio flow from the Vermont Agency of Human Services to IFS regions in accordance with **federal and state requirements**, a region's service delivery system must comply with those requirements.
- ❖ The supports and services offered by a grantee tie directly to the funding streams in their grant.
- ❖ Over time, these services and supports will represent more and more **promotion and prevention-oriented** resources.

PROMOTION & PREVENTION STRATEGIES

Incremental Approach

- The current IFS portfolio does not include funding for all the supports and services necessary to meet the needs of Vermont's children, youth and families in a holistic and integrated way, especially promotion and prevention strategies. The IFS approach is about helping regions choose how to make the best use of their funding.
- IFS statewide teams and work groups are encouraged to think as holistically as possible when planning for the future.
- The IFS Management Team will continue to work with the IFS State Leadership Team and others to assist regions in removing barriers that impact that ability to invest funding in promotion and prevention activities.
- IFS-grantees determine which additional supports and services not funded by the IFS portfolio they will deliver alongside required IFS-funded core supports and services and what that will look like.



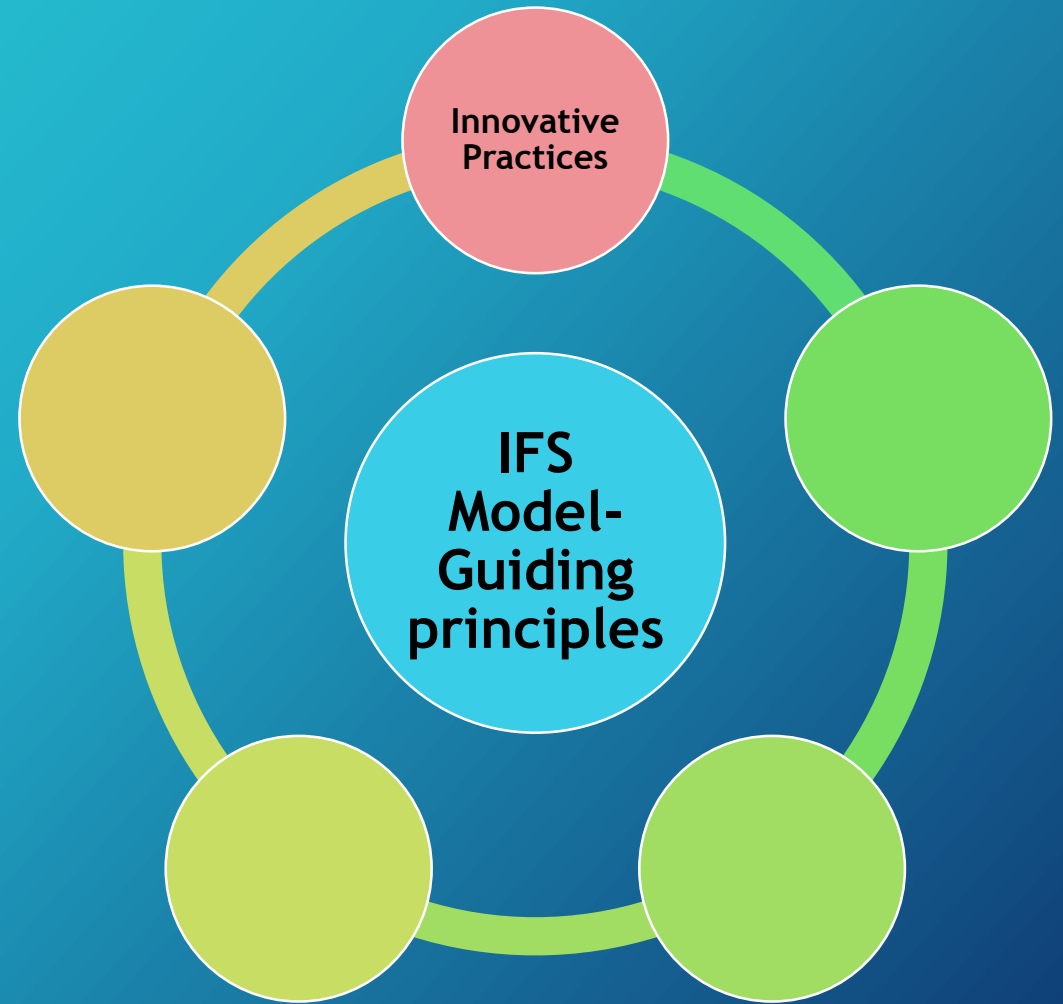
INNOVATIVE PRACTICES

IFS regions have flexibility regarding local service delivery through their ability to experiment with innovative service delivery practices while concurrently balancing other pressures and statutory requirements such as:

- Complying with federal and state guidelines;
- Adhering to the standards, guidelines and/or best practice established by the Agency of Human Services and its departments/divisions;
- Demonstrating how the local team plans to evaluate the effectiveness of innovative practices.

The IFS Regional Core Team must also be able to establish a direct link between the proposed approach/practice and its capacity to address documented unmet needs in the community, the IFS population indicators and the IFS performance measures.

- This means that while innovation is encouraged and support by the state, there is also recognition that regions continue to have capped funding and are balancing a number of competing priorities and interests.
- Core Teams are encouraged to focus innovative practices on prevention, promotion and well-being.



FOR MORE INFORMATION



Contact any member of the IFS Management Team:

Carol Maloney, carol.maloney@vermont.gov, (802) 279-6677

Susan Bartlett, susan.bartlett@vermont.gov, (802) 917-4852

Cheryle Bilodeau, cheryle.bilodeau@vermont.gov, (802) 760-9171

Visit the IFS Website, <http://ifs.Vermont.gov>

*See the IFS manual for specific technical information
related to IFS operations.*